

Effective Patient Visits

INITIAL

Greeting

ESTABLISHED

I am Dr..... I will be your primary care physician. That means we talk about your health, and I take care of any chronic medical conditions you have. I order tests when they are needed, I will see you if you are sick and we will discuss treatment options. I may refer you to a specialist for some conditions or symptoms so its important what that what you tell me is accurate. I usually do a general check up once a year. Before we get started tell me what you are looking for in a doctor?

Are you on any medications? Record meds.
If patient recently stopped a med ask why.

Hello...

How have you been?
Have you been the ER or seen any other doctors since I last saw you?
The last time we spoke you were complaining of...how's that now? Better? Worse? The same?
Any problems with your medications?
Are you still taking....? Reconcile meds.
If patient recently stopped a med ask why.

what brings you here today?

Visit

Reason for the visit	-- CC --	Reason for the visit
Location, quality, severity, duration, timing, modifying factors	HPI	Same as INITIAL
Complete: constitutional head/neck, CV/resp, GI/GU, neruo/musculoskel	ROS	Pertinent
Allergy: Past medical surgical/ Family / Social: work-education, lifestyle	PFSHx	Changes
Complete: head/neck, CV/resp, GI/GU, skin/lymph, neruo/musc	EXAM	Appropriate

**Medical Decisions
Clinical-Social**

Here's what I'm thinking.

Explain your findings and plan.

Offer choices and direct them to what you want but do what they want first.

Ask the patient if there are any questions or concerns about your impression. DO NOT go through an extensive DDX they will only remember either the fatal or insignificant possibilities.

Order labs and explain what and why you ordered.

Explain what the meds are and why they need them. Give one common side effect they will look up the rest.

Be sure they can afford and are in agreement with your treatment plan. Have an alternative plan ready.

Have a plan for the next step(s) if the plan/treatment is ineffective and for communicating this to the patient.

Follow up

Negotiate the next visit. If they choose the date and time they are more likely to show up. Give them a range and explain why you need to see them again. Give them a 24 access number and instructions to call if there are nay problems with fulfilling your treatment. Encourage pre-visit labs that are critical to your plan. If they can't schedule a test in time before the next visit give them the option to reschedule the visit after the testing is complete .

Physician/Patient Satisfaction

The patient should be able to voice their opinion anonymously or to you about; ease of making an appointment, wait times, interaction with staff, interaction with you, and if were happy with the visit.

You should be happy with what you did and how the interaction went. If not, evaluate why. Medical, social, logistics?